

**In the specification:**

Page 83, line 12 amend the paragraph as follows:

-- In one embodiment of the invention, knowledge center 4015 may be resident within and a functional part of one or all of communication centers 4011-4013. The purpose of center 4015 is to analyze communication-center scripts for accuracy and functionality within the scope of a dedicated testing facility. Center 4015 may have one workstation resident therein as is illustrated in this example, or it may have many resident workstations having similar capabilities. Only one workstation 4019 is illustrated in this example and deemed sufficient for teaching of the present invention. Knowledge center ~~[[15]]~~ 4015 may be assumed to be a third party as described in the background section.--

Page 83, line 22 and continuing to page 84, line 6 amend the paragraph as follows:

--Communication center 4011 comprises, among other utilities, a software suite 4017a, which is adapted for creating and implementing communication center functionality. A good example of an applicable software suite is the Nirvana™ suite mentioned in the background section and known to the inventor. Centers 4012 and 4013 utilize similar software suites for creating and implementing their own internal communication center functionality. These are represented as suites 4017b and 4017c respectively. It is important to note here that the functional CTI software and hardware exhibited by centers ~~401-403~~ 4011 - 4013 does not have to be of the same manufacturer or provider. In fact, all three centers may use equipment types and software suites that, for general purposes, are foreign to one another in terms of interoperability. The term disparate as used earlier in this specification describes this arrangement.--

Page 86, line 16 amend the paragraph as follows:

--In practice of the present invention, assume that center 4011 hosts center 4012 and center 4013. In this case, center 4011 will provide CTI scripts for

application at centers 4012 and 4013. It is assumed in this case that all three centers have differing OOPS protocols, and defined objects as described above. Center 4011 first creates a DTD containing its own objects as well as the objects available in the OOPS of center 4012 and center 4013. Center 4011 can now create an object-oriented CTI application using its own OOPS and convert it to XML by virtue of its CONN. using the universal DTD containing the objects of centers 4012 and 4013 as a subset. The XML script created is a text or “flat file” that does not contain memory objects and is therefore platform independent. The XML script is uploaded into server 4021 from whence it can be accessed by centers 4012 and 4013, and by station 4015.--